

Secure Installation and Operation of Your CopyCentre™ C65/C75/C90 or WorkCentre™ Pro 65/75/90

Purpose and Audience

This document provides information on the secure installation and operation of a CopyCentre™ C65/C75/C90 Copier or WorkCentre™ Pro 65/75/90 Advanced Multifunction System. All customers, but particularly those concerned with secure installation and operation of these machines, should follow these guidelines.

Overview

This document lists some important customer information and guidelines that will ensure that your CopyCentre™ C65/C75/C90 Copier or WorkCentre™ Pro 65/75/90 Advanced Multifunction System is operated and maintained in a secure manner.

Background

The CopyCentre™ C65/C75/C90 Copier and WorkCentre™ Pro 65/75/90 Advanced Multifunction System are currently undergoing Common Criteria evaluation. The information provided here is consistent with the security functional claims made in the Security Target. Upon completion of the evaluation, the Security Target will be available from the National Information Assurance Partnership website (<http://www.niap.nist.gov/>), Validated Products list or from your Xerox representative.

Details

For secure installation, setup and operation of a CopyCentre™ C65/C75/C90 Copier or WorkCentre™ Pro 65/75/90 Advanced Multifunction System please follow these guidelines:

1. Change the Tools password as soon as possible. Reset the Tools password periodically.

Xerox recommends that you (1) set the Tools password to a minimum length of eight digits and (2) change the Tools password once a month. For directions on how to change the Tools password select the:

- **Internet Services → Overview → How to Change the Administrator Password** tabs in the System Administration (SA) CD¹

2. For customers concerned about document files on the Copy Controller and Network Controller hard disk drives, an Image Overwrite Security package option containing the Immediate Image Overwrite and On Demand Image Overwrite security features must be purchased and properly configured, installed and enabled. Please follow the applicable instructions contained in the **Optional Features → Image Overwrite Security** tab in the System Administration CD¹ for proper installation and enablement of Immediate Image Overwrite and On Demand Image Overwrite².

Notes:

- For a copy job 'Overwriting' may not appear as a status for that job on any Incomplete Job Queue screen while the machine processes the job, even though Immediate Image Overwrite of that job is being performed.
- Immediate Image Overwrite, once enabled, automatically overwrites the image data created by a print, network scan, scan-to-email, or network fax job on the Network Controller and Copy Controller Hard Disks or created by a copy job on the Copy Controller Hard Disk. The machine will only print jobs with valid print types (Postscript, PCL, TIFF, text or PDF). An illegal print job of any other type will not be printed. However, Immediate Image Overwrite will attempt to execute for an illegal print job. This could result in an erroneous 'unsuccessful' Immediate Image Overwrite status in the Complete Job Log for the job in question.

¹ WorkCentre Pro 65/75/90 System Administration CD1

² On Demand Image Overwrite is either factory-installed or can only be installed in the field by a Xerox Customer Service Engineer.

Canceling of either a legal or illegal print job from a remote client, if done quickly after submission, could also result in an erroneous 'unsuccessful' Immediate Image Overwrite status in the Complete Job Log for the job in question. Finally, closing the connection to the Parallel Port or to the UCB Port (Port 9100) without sending any data through the port could result in an erroneous 'unsuccessful' Immediate Image Overwrite status in the Complete Job Log.

- If either an Immediate Image Overwrite fails or there is a power failure or system crash of the copy controller while residual data still resides on the Copy Controller hard drive, an informational Immediate Overwrite Security Failure screen will appear³ on the graphical user interface on the CopyCentre™ C65/C75/C90 Copier or WorkCentre™ Pro 65/75/90 Advanced Multifunction System machine. This screen tells the user that (1) an Immediate Image Overwrite has failed for a completed job and (2) the system administrator should be notified to immediately run an On Demand Image Overwrite. The user closes this informational screen by pressing the Close button. In addition, an Immediate Image Overwrite error message will appear at the top of the graphical user interface indicating that an On Demand Image Overwrite should be run. This error message will remain at the top of the graphical user interface until the On Demand Image Overwrite is initiated. The System Administrator should immediately perform the On Demand Image Overwrite suggested on the Immediate Overwrite Security Failure screen to ensure secure operation of the machine.
- If there is a power failure, a system crash of the copy controller or a fault in the copy controller hard disk a message recommending that an On Demand Image Overwrite be run will appear on the Local UI screen. An Immediate Image Overwrite Error Sheet may not be printed or may contain incomplete status information.
- On Demand Image Overwrite, once enabled, is manually invoked. Follow the instructions in the **Optional Features→ Image Overwrite Security → Perform an Image Overwrite** tab in the SA CD¹ for invoking an On Demand Image Overwrite from either the Local User Interface or the Web User Interface. *Before invoking On Demand Image Overwrite verify that there are no active or pending print or scan jobs, including Configuration Reports and Error Sheets.*
- Incomplete job queues do not show a status of 'Overwriting' for copy jobs. Completed job queues do show, however, Immediate Image Overwrite completion status for copy jobs.
- If a System Administrator aborts an On Demand Image Overwrite, Xerox recommends that the machine be allowed to complete its system reboot before a Software Reset is attempted from the Tools Pathway via the Local User Interface. Otherwise, the Local UI will become unavailable. The machine will have to be powered off and then powered on again to allow the system to properly resynchronize.

3. The certified configuration includes two patches, one for an HTTP problem and one for a Postscript problem, to Network Controller software version 1.02.074.02. The patches can be obtained from <http://www.xerox.com/security> by linking to Xerox Security Bulletins XRX04-009 and XRX04-010, respectively. The two patches should be installed in the following order – the HTTP patch (Bulletin XRX04-009) first and then the Postscript patch documented in Xerox Security Bulletin XRX04-010. After loading these two patches, please check the system Configuration Report to confirm that the Net Controller Software Version line lists 1.02.074.02.P17.P18. If the System Configuration Report does not confirm that the Network Controller Software Version is this version, please contact Xerox Customer Support for assistance in getting your machine to the secure configuration. Further information about the issue resolved by this patch can be found at <http://www.xerox.com/security>.

4. Before upgrading software on a WorkCentre™ Pro 65/75/90 Advanced Multifunction System machine via the Manual/Automatic Customer Software Upgrade, please check for the latest certified software versions. Otherwise, the machine may not remain in its certified configuration. To maintain the certified configuration, it is recommended that acceptance of customer software upgrades via the network be turned off/disabled on both the Local UI (Customer Software Upgrade screen) and the Web UI (Auto Upgrade web page).

5. System Administrator login is required when accessing the security features of a WorkCentre™ Pro 65/75/90 Advanced Multifunction System machine via the Web User Interface. Xerox recommends that the '**Remember my password**' option not be checked so the password is not saved in the client machine's Web Browser.

³ In the case of a power failure or system crash of the copy controller, this screen will appear when the machine powers up.

6. A reboot of the system software for a WorkCentre™ Pro 65/75/90 Advanced Multifunction System machine is necessary before a change made to the System Administrator password from the Local User Interface will be synced with and accepted by the Web User Interface. Until this system software reboot occurs, system administrator functions from the Web User Interface should not be accessed.
7. Caution: A CopyCentre™ C65/C75/C90 Copier or WorkCentre™ Pro 65/75/90 Advanced Multifunction System allows an authenticated System Administrator to disable functions like Image Overwrite Security that are necessary for secure operation. System Administrators are advised to periodically review the configuration of all installed machines in their environment to verify that the proper secure configuration is maintained.
8. If the CopyCentre™ C65/C75/C90 Copier or WorkCentre™ Pro 65/75/90 Advanced Multifunction System has the external removable hard disk drive cabinet option, it is recommended that when a disk drive is inserted into the cabinet on the machine the applicable drive bay in the external cabinet be secured by the barrel lock. It is further recommended that when the disk drives are physically removed from the machine they either be stored in a GSA-approved security container conforming to National Industrial Security Program (NISP) requirements. Otherwise, the machine should be contained in a closed area.
9. The following pages are available from the Web User Interface to the WorkCentre™ Pro 65/75/90 Advanced Multifunction System with System Administrator login and authentication. These pages provide standard system configuration capability:
 - **Image Settings** - Allows the setting of what TIFF JPEG Compression version to use. Is accessible by selecting the **Image Settings** tab from the **Properties** Content menu.
 - **Parallel** - Allows enabling and setting the timer for the Parallel Port. Is accessible by selecting the **General Setup** → **Connectivity** → **Physical Connections** → **Parallel** tab from the **Properties** Content menu.
 - **Fax** - Allows the review and changing of the settings for submitting a Network Fax job from a user's client. Is accessible by selecting the **General Setup** → **Services** → **FAX** → **General** tab from the **Properties** Content menu.
 - **Internet Receive Settings** - Allows configuration of the various options for inbound Internet messaging. Is accessible by selecting the **General Setup** → **Services** → **Internet Messaging** → **Internet Receive Settings** tab from the **Properties** Content menu.

10. The following Special Purpose pages are available from the Web User Interface to the WorkCentre™ Pro 65/75/90 Advanced Multifunction System with System Administrator login and authentication. These pages provide additional system configuration capability:

- **Exported Scan Files** - Allows the setting of the PDF encoding format for scanned files. Is accessible by typing <http://{IP Address}/diagnostics/index.dhtml> and then selecting 'Exported Scan Files' from the **Diagnostics** Content Menu.
- **Raw TCP/IP Printing** - Allows the user to enable/disable and modify several attributes for Raw TCP/IP Printing. Is accessible by typing <http://{IP Address}/diagnostics/index.dhtml> and then selecting 'Raw TCP/IP Printing' from the **Diagnostics** Content Menu.
- **LPR/LPD** - Allows the user to enable or disable PDL switching over LPR/LPD. Is accessible by typing <http://{IP Address}/diagnostics/lprlpdhidden.dhtml>.
- **Secure Print Release All** - Allows the user to release all of the user's secure print jobs at one time with the same user name and password. Is accessible by typing <http://{IP Address}/diagnostics/secureReleaseAll.dhtml>.
- **Secure Attribute Editor** - Allows the user to change some system attributes related to PDLs (e.g., memory usage, copies per page, etc.). Is accessible by typing <http://{IP Address}/diagnostics/secureattr.dhtml>.
- **Server Fax Edge Erase** - Allows the user to set the desired border edge erase value for a Server Fax job. Is accessible by typing <http://{IP Address}/diagnostics/index.dhtml> and then selecting 'Server Fax Edge Erase' from the **Diagnostics** Content Menu or by typing <http://{IP Address}/diagnostics/serverfaxedgeerase.dhtml>.
- One-Off Features – Allows software enhancements intended for specific customers to be incorporated into a Network Controller release. Accessible by typing <http://{IP Address}/oneoff/{SPAR number}.dhtml>, where {SPAR number} is a number provided by Xerox to the specific customer. **Caution: If one-off features are enabled the machine will not remain in its certified configuration. System Administrators are advised to have a plan for limiting the deployment of one-off features within their environments.**

Contact

For additional information or clarification on any of the product information given here, contact Xerox support.

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⁴ {IP Address} is the IP address of the machine